



Troubleshooting Pod





Below the PowerPoint slides you will see the TROUBLESHOOTING POD.

The Troubleshooting pod can help with:

- Internet bandwidth issues
- Audio issues (speakers and microphones)
- Viewing issues



Technical Support Chat Pod



Below the PowerPoint slides you will see the Technical Support CHAT POD.

This is where you can:

• Request technical support





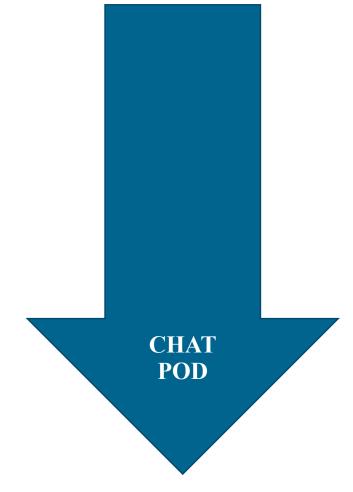
Chat Pod



Below the PowerPoint slides you will see the CHAT POD.

This is where you can:

- Post questions for presenters
- Make comments and suggestions





Polling Questions



- We will conduct multiple polling questions.
- Polling questions appear on top of the PowerPoint slides.
- Please answer by selecting within the polling question pod.

Have you participated in a NSPIRE workshop?

a. Yes, I have participated

b. No, I have not particiapted

TIP: Unless otherwise directed, you do not need to 'enter' your answer; selecting an answer submits it when the poll is closed.



Agenda



- Agenda
- Opening Remarks
- Introduction
- Breakout Session Guidance
- Round 1 Polling Questions

- Breakout Session
- Round 2 Polling Questions
- Session Wrap-Up
- Closing Remarks
- Round 3 Polling Questions



Opening Remarks



- Welcome and Statement of Purpose
- Objectives
 - Gather feedback on critical issues
 - Engage with diverse stakeholders and key industry groups
 - Learn from technical experts



Introduction – Values and Goals



Values and Goals ✓ Ensure families are living in safe and tenantable homes ✓ Year-long maintenance with a unit-focused approach ✓ Prioritize residents over properties People ✓ Introducing resident surveys for better quality service ✓ Better identification of substandard housing through clear, defined inspection protocols √ Increased inspection consistency Health & √ Modernization of health and safety standards **Properties** Safety ✓ Ensure homes are safe and suitable for residential use. √ Modernization of HUD's Physical Inspection Process √ Improve service delivery for our residents and housing. principles Modernize √ Alignment of multiple inspection standards into a clear, HUD's defined inspection protocol Inspection √ Safe and habitable homes **Process Programs** National Standards for the Physical Inspection of Real Estate



Introduction - CTQs



- Critical to Quality (CTQ)
 - Every CTQ must have a rationale
- Rationales
 - Clearly expressed and wellsupported statement of why the deficiency is critical to quality.

- Deficiency Example:
 - Blocked egress on building 4 stories or more
 - Rationale
 - Health and Safety: Prevents or delays residents from reaching an exit access in case of an emergency



Introduction - Decision-Making Process







Breakout Session Guidance



- To join the conversation:
 - Select the "Raise Hand" button at the top left of your screen.
 - When the facilitator calls on you, unmute your microphone to speak.
 - When finished speaking, please mute your microphone.
- Be respectful and refrain from interrupting.
- Keep microphone muted when not speaking.





POLLING QUESTIONS



Breakout Session #1



Session Wrap-Up



- Breakout Room 1
- Breakout Room 2
- Breakout Room 3



POLLING QUESTIONS



Closing Remarks



• Thank You



POLLING QUESTIONS







Kitchen Ventilation Deficiencies



- Kitchen exhaust duct is improperly installed or missing.
- Kitchen exhaust is obstructed from receiving airflow.





- What potential Health and Safety outcomes are related to these Deficiencies?
- What health problems or injuries might they cause?





- What other (non-health-or-safety related) problems might arise from the presence of these Deficiencies?
- Are there property maintenance or management issues that might arise?
- Might these Deficiencies impact neighboring dwellings, or affect non-structural aspects of the property?





- How might you measure the Health and Safety outcomes related to these Deficiencies?
- To figure out how much of a Health and Safety effect these Deficiencies have, what kind of data might you look at, for example, regarding fatality, illness, or injury?





- What variables might make these Deficiencies *less* of a Health and Safety concern?
- Are there examples where these Deficiencies might be present, but perhaps at a low level, or perhaps with a mitigating circumstance, that would make it less of a Health and Safety issue?
 - Would this determination be affected if these Deficiencies were inside the unit, or outside?
 - Are there regional differences?





- What variables might make these Deficiencies *more* of a Health and Safety issue?
 - Would this determination be affected if these Deficiencies were inside the unit, or outside?
 - Are there resident populations where this might be more of a Health and Safety issue?
 - Are there regional differences?





- What criteria might you suggest that would effectively determine when this is a problem?
- At what level or amount would you consider this to be a problem where something needs to be done about it?
 - Might this differ based on any of the variables we've discussed?





• Is there anything else you would like to add about these Deficiencies?







Cooking Range Deficiency



• Cooking range, cooktop, or oven is not producing heat or regulating heat temperature.





- What potential Health and Safety outcomes are related to this Deficiency?
- What health problems or injuries might it cause?





- What other (non-health-or-safety related) problems might arise from the presence of this Deficiency?
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Infestation Deficiencies



- Evidence of cockroaches
- Evidence of bedbugs





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